[1] ....is a common method for making decisions

a) Listening b) writing c) meeting d) speaking

[2] Many conversations fail because one or both of us ignore......

a) Context b) relationship c) structure d) behavior

[3] The most important thing to manage behavior is......

a) hand contact b) body movement c) eye contact d) b and c

[4] First stage thinking is thinking about a...........

a) Understanding b) problem c) solution d) exploring

[5] People remember about .... percent of what they hear in conversation

a) 0 b) 20 c) 80 d) 100

[6] Specific steps you can take to process critical comments constructively are......

a) Clarify b) acknowledge c) identify d) all of them

[7]...........mean dignity and respect should be maintained at all the times

a) Be tactful b) be assertive c) identify the positive d) not of them

[8] To become more effective you need to take control of.........

a) Material b) audience c) yourself d) all of them

[9] Controlling the audience include .... contact.

a) Hand   b) leg   c) <u>eye</u>   d) ear

[10] .... from types of interview

a) Appraisal   b) delegation   c) coaching   d) <u>all of them</u>